QA Audit W26

date of audit: 2.07.2025

QA reviewed by: Ulf Borg

date of interaction: 1.07.2025 Conversation URL

query / topic:

Issue: The customer contacted Klarna regarding an issue with a curling iron that was not functioning as promised.

Outcome: The agent advised the customer to reach out to the merchant again for assistance and provided instructions on how to escalate the issue if no response is received within three weeks.

Positive notes:

Properly identified the customer. Asked questions to find out more. Splendid to double check that the customer has the correct email address so she can reply to the second email from Klarna that comes after three weeks.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement?
2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message?
3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively?
4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues?

Audit passed or failed:

100% Passed